



City Auditor's Office

ISC: Unrestricted
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Calgary Housing Company– Vendor Procurement and Management Audit

Why we did this

- Calgary Housing Company (CHC) is a wholly owned subsidiary of The City of Calgary that provides safe and affordable housing solutions for low and moderate income Calgarians in need of non-market rental housing.
- In 2021, CHC paid \$38.2M to external 3rd party vendors in capital and operational maintenance and housing operations.
- The objective of the audit was to assess the effectiveness of CHC's vendor procurement and management by reviewing the design and operating effectiveness of Procurement, Purchasing and Accounts Payable and Contract Management processes and controls.

What we concluded

- CHC's competitive/non-competitive procurement and contract amendment processes were designed and operating effectively.
- Control improvements are required to enhance the effectiveness of the payment process to identify and correct inaccurate billing.
- The operational effectiveness of contract management processes related to vendor performance evaluations and contract renewals and extensions can be improved.

Why it matters

- Effectively procuring and managing external 3rd party vendors is important given the significance of expenditures and the potential for financial loss and disruption to service delivery if properties are not properly maintained.